

Sure Ram! Here's what I've done for you:

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## Linux Command Cheat Sheet (for TCS ITIS IPA Exam)

### Basic Commands

Command	Description
<code>pwd</code>	Print working directory
<code>ls</code>	List files in current directory
<code>cd &lt;dir&gt;</code>	Change directory
<code>mkdir &lt;dir&gt;</code>	Create a new directory
<code>rm &lt;file&gt;</code>	Remove a file
<code>rm -r &lt;dir&gt;</code>	Remove directory recursively
<code>cp &lt;src&gt; &lt;dest&gt;</code>	Copy file/directory
<code>mv &lt;src&gt; &lt;dest&gt;</code>	Move or rename
<code>touch &lt;file&gt;</code>	Create an empty file
<code>cat &lt;file&gt;</code>	View file content
<code>nano &lt;file&gt; / vi &lt;file&gt;</code>	Edit file using terminal editor

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### Permissions

Symbol	Meaning
<code>r</code>	read
<code>w</code>	write
<code>x</code>	execute

`chmod 755 file` # Owner can read/write/execute, others can read/execute  
`chown user:group file` # Change file owner

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## User Management

adduser <username>     # Add new user  
passwd <username>     # Set password  
deluser <username>     # Delete user  
whoami                 # Display current user

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## Networking

ifconfig               # View IP and network info  
ping <host>            # Test network  
hostname               # Show system name  
netstat -tuln          # View open ports

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## Process and Services

top                    # Live process viewer  
ps aux                 # List all processes  
kill <PID>             # Kill process  
service <name> start   # Start service  
systemctl status ssh   # Show SSH service status


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## Disk

df -h                  # Disk free space  
du -sh <folder>        # Size of folder  
mount /dev/sdb1 /mnt   # Mount disk  
umount /mnt            # Unmount

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## ITIL Practice Quiz (5 Sample Questions)

1. Which ITIL practice ensures that services deliver agreed levels of availability to meet the needs of customers and users?
  - A. Change Enablement
  - B. Incident Management
  - C. **Availability Management** 
  - D. Service Level Management

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2. In ITIL, which process is responsible for minimizing the negative impact of incidents by restoring normal service as quickly as possible?

- A. Change Management
- B. Incident Management ✓
- C. Problem Management
- D. Service Request Management

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3. Which ITIL practice focuses on the handling of requests from users for information, advice, or access to a service?

- A. Problem Management
- B. Event Management
- C. Change Enablement
- D. Service Request Management ✓

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4. What is the purpose of the 'Problem Management' practice?

- A. Restoring normal service
- B. Logging all incidents
- C. Reducing the likelihood and impact of incidents ✓
- D. Managing service desk operations

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5. Which ITIL concept describes how all the components and activities of the organization work together as a system to enable value creation?

- A. The Service Value Chain
  - B. The Service Value System (SVS) ✓
  - C. The Four Dimensions Model
  - D. Continual Improvement Model
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Let me know if you want:

- A full ITIL quiz set
- A Windows 10 cheat sheet
- A PowerShell basics guide

- Or quick revision sheets for **Networking / Server / Hardware**

All in steps so it's easy to prepare 

## TCS ITIS Quick Revision Sheets

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### 1. Linux Commands

#### Basic

- `pwd, ls, cd, mkdir, rm, touch, cat, nano`

#### Permissions

- `chmod, chown, ls -l`
- `rxw`: read, write, execute

#### Users & Groups

- `adduser, passwd, whoami, groups, id`

#### Network

- `ping, ifconfig, netstat, hostname`

#### Disk & Process

- `df -h, du -sh, top, ps, kill, systemctl, service`
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### 2. Networking Basics

#### Layers (OSI Model)

1. Physical
2. Data Link
3. Network
4. Transport
5. Session
6. Presentation
7. Application

## **Protocols**

- TCP vs UDP
- IP, ICMP, HTTP, HTTPS, FTP, DNS, DHCP

## **IP Addressing**

- IPv4: 4 bytes, e.g., 192.168.1.1
- Subnet Mask, Default Gateway

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## **3. Windows 10 Administration**

### **System Tools**

- Device Manager
- Task Manager
- Event Viewer

### **File System**

- NTFS, FAT32

## User Management

- `net user, lusrmgr.msc, control userpasswords2`

## Services

- `services.msc, msconfig`
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## 4. PowerShell Basics

### Commands

- `Get-Process, Stop-Process, Get-Service, Start-Service`
- `Get-Help <cmd>, Get-Command, Set-ExecutionPolicy`

### Variables

- `$var = "Hello"`

### Scripting

- `Loops, Conditions, Piping |`
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## 5. ITIL v4 Concepts

### Practices

- Incident Management
- Problem Management
- Change Enablement
- Service Request Management

## Components

- Service Value System (SVS)
  - Service Value Chain
  - Four Dimensions
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## 6. Server Fundamentals

### Types

- File Server, Web Server, DNS Server, DHCP Server

### Common Roles

- Active Directory (AD), Domain Controller
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## 7. Hardware Basics

### Components

- CPU, RAM, SSD/HDD, NIC

### POST

- Power-On Self Test during boot

### BIOS vs UEFI

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## 8. Troubleshooting Steps

1. Identify the problem

2. Establish a theory
3. Test the theory
4. Establish a plan
5. Implement
6. Verify
7. Document